January 28, 2016

TO: David Schumacher
            Director

            Tracy Guerin
            Deputy Director

FROM: Denise Doty, Assistant Director
            Data and Technology, OFM

SUBJECT: **REVIEW AND ATTESTATION FOR CRITICAL SYSTEMS**

Business owners of the Office of Financial Management (OFM) portfolio of systems have reviewed the Washington Technology Solutions definition of critical system, i.e. "one that supports public health or safety, revenue collection, payments or otherwise supports services for vulnerable and/or disadvantaged residents." In the OFM portfolio, only the Agency Financial Reporting System (AFRS) meets the definition of a critical system. However, other OFM systems enable critical systems, such as the budget suite of systems and the Human Resources Management System (HRMS). For this reason, the business owners for AFRS, the budget suite and HRMS all performed the required review. Both known problems and pending enhancements are appropriately prioritized for AFRS, the budget suite and HRMS.

OFM has four existing portfolios of systems with business owners identified, these include:
1.   Accounting and Administrative – Brian Tinney, Assistant Director, Accounting Division;
2.   Budget – Jim Crawford, Assistant Director, Budget Division,
3.   Forecasting – Marc Baldwin, Assistant Director, Forecasting and Research Division; and
4.   Human Resources – Franklin Plaistowe, Assistant Director, State Human Resources.

Each portfolio has existing processes where proposed changes to the applications are discussed and prioritized by business owners and key business staff. Consolidated Technology Services (CTS) staff are present to record the decisions, and allocate resources accordingly. For the purpose of this attestation, each business owner reviewed the full backlog for their portfolio to identify any requests that are not prioritized appropriately.

Steps have already been taken to manage our backlog of requests. The degree of effort dedicated thus far varies by portfolio. For example, the budget suite of systems had a backlog of roughly 500 requests in June 2015. Garry Austin has been actively working to reduce that backlog to about 100. Other portfolios have also made varying progress on addressing the backlogs. This critical system effort, and our focus on backlog elimination, ensures that OFM is an active participant in prioritizing information technology issues to maximize business needs and mitigate risks.

There is a serious concern regarding AFRS that does not relate to requested system corrections or enhancements, namely, the risk to the system's continued operation until a replacement system is implemented. As you know, AFRS is mission critical to the state's ability to record the state's financial transactions and to pay vendors, contractors, social service recipients and employees. The maintenance and operation of AFRS must be adequately staffed and system documentation complete and up-to-date. The AFRS system is written in COBOL, which is a legacy language and environment. Institutional knowledge and support for this system is critical. Recruitment and retention of staff to support this legacy system is a risk. There are currently only two COBOL developers with long-term AFRS experience actively supporting this system. To guarantee business continuity, it is absolutely essential to develop both short-term and long-term plans to address these risk factors and keep AFRS operational until a new system is in place.

In addition to the OFM portfolio, Garry Austin performed the review for systems in the Office of the Governor, which are essential to the effective operation and support of that office's duties and responsibilities, but not critical as defined in this assessment.

Attached is the attestation form to be provided to the Office of the Chief Information Officer.

Critical System Governance Attestation

Agency Name: Office of Financial Management and Office of the Governor

Name of Agency Contact: Denise Doty

Agency Contact Phone Number: (360) 725-0183

Name of Critical System	Name and Title of Business Sponsor	Have known problems been reviewed to ensure appropriate priority and accountability?	Have pending enhancement requests been reviewed to ensure appropriate priority and accountability?
Agency Financial Reporting System	Brian Tinney Assistant Director Statewide Accounting	Yes	Yes
Enabling System: Human Resources Management System	Franklin Plaistowe Assistant Director State Human Resources	Yes	Yes
Enabling System: Budget Suite	Jim Crawford Assistant Director Budget Division	Yes	Yes

Name of Agency Director: David Schumacher

Signature of Agency Director/Date: